

IACH Informer



Issue 1

February 2005

GOLD CARD PROGRAM

The Gold Card Program was established by the Third Party Collections (TPC) Office at Irwin Army Community Hospital. Since the program began in 2004 more than 6,000 Gold Cards have been issued to IACH patients.

In accordance with Title 10 United States Code, all retirees, their dependents and dependents of active duty personnel are required annually to fill out DD Form 2569, Third Party Collection Program-Record of Other Health Insurance annually. Maintained in your medical record, the form must also be completed each time there is a change in insurance status.

Gold Cards are issued to patients who have filled out a DD Form 2569. Possession of this card provides verification that DD Form 2569 has been completed for the current year. **The form must be filled out whether or not you have an outside health insurance policy.** The card informs clinic and medical center staff that information is current.

Showing the card, along with military I.D. card, at each visit to Irwin Army Community Hospital, ensures you do not have to complete another DD Form 2569 until the current Gold Card expires. The current Gold Card will expire in FY06 and new cards, with a different color, will be issued at that time.

If you **do** have other health insurance, the TPC Office will bill the outside health insurance carrier for the cost of health care, to include prescriptions. In turn, these reimbursements are used to enhance existing services, buy medical equipment and to make renovations to IACH. This program will also help you meet your insurance

deductible but will have no effect on co-pay or insurance benefits, to include premiums.

The Gold Card Program has been a success! The staff of the TPC Office greatly appreciates your cooperation. Thank you for all your support!



Work continues on the Women & Infant Care Center with the opening planned for this fall.

REQUESTING MEDICAL RECORDS THROUGH CORRESPONDENCE

The three most common requests for records through correspondence are:

1. Request copies of records, labs, or x-ray reports from IACH for individual use or for copies to be sent to another requesting facility.
2. Transfer records from one Military Treatment Facility (MTF) to another.
3. Request copies of medical records from a Civilian Treatment Facility.

All requests must be accompanied by a Medical Release of Information. This protects your rights as a patient and assures your medical information does not fall into the wrong hands. Rules to remember are: Anyone over the age of 18 must request their own record and must have proper identification to request or pick-up records; regulation states IACH has up to 30 days to provide copies of records

housed internally (if requesting from an outside facility, the wait could be much longer).

PARTIAL COPIES OF MEDICAL RECORDS

With the new T-NEX in place and more off-post appointments being made, many people only need a partial copy of medical records to take with them with information pertaining to that specific appointment. Other reasons for a partial copy of records would be immunization records and school physicals to allow children into daycare or school; well baby records for WIC; or a copy of laboratory work for numerous reasons. Most partial copies are completed in less than a day or in some cases, while you wait.

COMPLETE COPIES OF RECORDS

There are numerous reasons for needing a complete copy of records. If you are retiring or separating from the service, filing a VA claim, leaving the area for an extended period of time such as family members going to reside with relatives while spouse is deployed, or if you are no longer eligible for services at an MTF and are going to be receiving services at a civilian facility. You may also need a complete copy of medical records from another facility if a family member is new to the military or has had care in another facility. We can request copies for you to be put in the official medical record. You might also want copies from off-post referrals placed in the records.

In most cases off-post treatment at a civilian treatment facility will require you to sign a release of information. This request will then be sent to our facility. For an appointment you should be notified in advance of any information you need to take with you. (Continued on page 4)

Preventive Medicine Offers More!

- Child Health Assessments—well-child screening for on-post child care
- Self Care Program
- Tobacco Cessation
- Children's Car Seat Safety Inspections
- Cold Weather / Heat Injury Prevention Training (Unit)
- Food Handlers' Training



Capt. Jennifer Fenti, Community Health Nurse, teaches Self Care to members of the 1st Engineer Battalion. All active duty soldiers are required to attend Self Care classes. Classes are also available to all spouses and retirees.



Dr. Richard Elliston, Podiatry, educates a patient on proper foot care.

Nutrition Care Division Offers Classes!

The Nutrition Care Division offers the following classes:

- Family Member Weight Control
- Weight Support Group (Family members and retirees) - a follow-up to the above program
- Weigh to Stay (Active Duty Weight Control)
- Heart Healthy—Low Fat/cholesterol, Low Sodium
- Prenatal Nutrition Class
- Breastfeeding Education Class
- Diabetes Education Program

Sick Call

The Primary Care Clinic, provides non-emergent, medical care to Active Duty Soldiers and Activated Reservists assigned to or processing through designated units at Fort Riley, KS. Sick call will be utilized for acute problems only. Acute is defined as any problem which has started within 72 hours of reporting to sick call. The clinic does not provide emergency or urgent-care services. If a patient in the clinic requires emergency care, patient will be moved to the Emergency Department.

Sick call is available Monday through Friday. Sign in is from 7 to 7:30 a.m. at Primary Care Clinic #2. Active duty patients assigned to the hospital for their medical care may report for sick call without an appointment. The patient needs to bring DD 689, sick call slip, signed by their unit. Patients will be triaged to determine which patients are acutely ill, and therefore, need to be seen first. Units with medical assets available should instruct their Soldiers to report to the unit's Battalion Aid Station for sick call.

Referral Management Center

Effective 1 October 2004, Irwin Army Community Hospital has a Referral Management Center (RMC) to assist patients in getting specialty care appointments both within the hospital as well as with network civilian providers, and ensure that the results from all external appointments are returned to the hospital in a timely manner. The Referral Management Center is located on the first floor of the hospital, across from the General Surgery Clinic.

Under the new system, the provider will still submit the referral electronically. The request will be processed through the Referral Management Center. If the care is available within Irwin Army Community Hospital, the Referral Management Center will contact the patient and schedule the needed appointment. If the care is not available at IACH, the RMC will

contact TriWest to obtain authorization for the patient to be seen in the network.

Once authorization is obtained RMC personnel will contact the beneficiary to notify them of the approval and determine the beneficiary's availability for appointments. The RMC staff will then contact a specified network provider, coordinate the appointment and then notify both the patient and TriWest of the appointment information. This will not only provide better customer service but will also ensure a better tracking mechanism to ensure that results are provided to the Primary Care Manager in a timely manner. Since the current system places the burden of making the appointment onto the patient, our facility doesn't know when and if the appointment is scheduled – making it nearly impossible to

track results. Often a patient schedules a follow-up with their PCM, only to find that the results from the specialty provider have not been forwarded to IACH, resulting in a wasted appointment for the patient and PCM. The new system will help alleviate this problem. We are making great efforts to enhance customer service.

The RMC staff will coordinate network appointments by:

- Contacting the patient to establish their availability for appointment
- Contacting the provider to schedule the appointment
- Notifying the patient of the appointment
- Eliminating the "hassle factor" for our patient

IRWIN ARMY COMMUNITY HOSPITAL CRISIS INTERVENTION PROGRAM

Emergency Room: 239-7777/7778
Community Mental Health: 239-7208/7311
Deployment Cycle Care Manager: 239-7291
MPs: 239-6767 or 911

Don't wait—Call today for you or someone you care about!

ARMY ONE SOURCE is designed to help you deal with life's issues. 24 hours a day, 7 days a week, 365 days a year you can call in and speak to a consultant or you can go online to access information or email a consultant. One Source can also authorize you to visit a counselor in person in your local community—up to six (6) in-person visits—without going thru the hospital or your command—**AT NO COST TO YOU!** CALL: 1-800-464-8107 or visit online: www.armyonesource.com - Army One Source—caring for you and your family

Behavioral Health Outpatient Visits

If you are enrolled in TRICARE Prime, you can receive the first eight behavioral health outpatient visits per fiscal year from a TRICARE network provider by calling TriWest (1-888-TRIWEST (1-888-874-9378) or visiting www.tricare.osd.mil and finding your region without a referral from your primary care manager (PCM) or prior authorization from your regional contractor. After the first eight visits you must receive prior authorization from TriWest, your TRICARE contractor.

The following types of providers are authorized to provide behavioral health care services:

- Psychiatrists and other physicians
- Clinical Psychologists
- Certified psychiatric nurse specialists
- Clinical social workers
- Certified marriage and family therapists
- Pastoral counselors – with physician referral and supervision
- Mental health counselors – with physician referral and supervision

If you are unsure which type of pro-

vider would best address your needs, you can contact TriWest for assistance.

To ensure that your behavioral health care is covered, remember the following:

If you are taking prescription medications for a behavioral health condition you must be under the care of a provider authorized to prescribe drugs. While this can be a primary care provider, it is often preferable to receive psychiatric medication management services from a psychiatrist who is an expert in this area.

Non-medical behavioral health providers (e.g. clinical psychologists, clinical social workers, psychiatric nurse specialists and marriage/family therapists) may render covered services without a physician referral and supervision, except for pastoral and mental health counselors.

Your behavioral health provider is expected to consult with, or refer you to, a physician for evaluation and treatment of physical conditions that may

co-exist with or contribute to a behavioral health condition.

Your financial responsibility for behavioral health care services is dependent upon which TRICARE option you use: TRICARE Prime, TRICARE Extra or TRICARE Standard. TRICARE Prime Remote for Active Duty Family Members coverage is similar to TRICARE Prime. For more information, see the section titled "What TRICARE Covers" in your TRICARE Beneficiary Handbook or visit www.tricare.osd.mil/tricarecost.cfm

TRICARE offers a wide range of coverage for behavioral health care services.

TRICARE covers both outpatient and inpatient psychotherapy. Outpatient psychotherapy is limited to a maximum of two sessions per week in any combination of individual, family, collateral or group sessions and is not covered when the patient is an inpatient in an institution. Inpatient psychotherapy is limited to five sessions per week in any combination of individual, family, collateral or group sessions. The duration and frequency of care is dependent upon medical necessity. Covered psychotherapy includes:

(Continued on page 4)

For appointments call (785) 239-DOCS (3627) or 1-888-239-DOCS (3627

Visit TRICAREonline.com for patient information/Ft Riley website/Services/Medical, Health for IACH Intranet Information

Behavioral Outpatient Visits

(Cont from page 3)

Family Therapy – Family therapy is directed toward the family as a unit, instead of toward an individual patient. Family therapy is based on the assumption that the mental or emotional illness of the patient is related to family interactions. Family therapy could include part of or the entire family and would normally involve the same therapist or treatment team.

Collateral Visits – A collateral visit is not a therapy session or a treatment planning session. It is used to gather information and implement treatment goals. Collateral visits are included as an individual psychotherapy visit and can last up to one hour. They may be combined with another individual or group psychotherapy visit.

Play Therapy – Play therapy is a form of individual psychotherapy that is used to diagnose and treat children with psychiatric disorders and is covered as an individual psychotherapy session.

Psychoanalysis – Psychoanalysis is covered when it is provided by a graduate or candidate of a psychoanalytic training institution and requires prior authorization from your regional contractor.

Psychological Testing – Psychological testing and assessment is covered when provided in conjunction with otherwise covered psychotherapy and is generally limited to six hours per fiscal year. Psychological testing is not covered for the following circumstances:

- Academic placement
- Job placement
- Child custody disputes
- General screening in the absence of specific symptoms
- Teacher or parental referrals
- Learning disorders or learning disabilities

If you live in the TRICARE West Region (which includes Fort Riley and surrounding community), TriWest Healthcare Alliance (TriWest) manages your behavioral health care benefits.

Contact TriWest at 1-888-TRIWEST (1-888-874-9378).

Your behavioral health care provider is responsible for obtaining prior authorization for behavioral health care visits beyond the initial eight. If your provider determines that continued care is necessary, he or she should complete an Outpatient Treatment Request form and fax the form to TriWest at 1-866-269-5892 or mail the form to the nearest TriWest hub.

REQUESTING MEDICAL RECORDS THROUGH CORRESPONDENCE

(Continued from page 1)

REQUEST PROCESS

The release of information request can be obtained at the Correspondence Office, where assistance is provided as needed. You are required to provide identification and a mailing address for the copies. Copies can also be picked up at the Correspondence Office. Once the request has been made we will obtain the records, make the copies and either mail or hold the records for pick up. When transferring hard copy records from one MTF to another, you will simply fill out a request form (DD877) supplying where you want the records obtained from. We will send off the request. When the records arrive we process them into the system. Generally you will wait until you arrive at your new duty station before requesting the records from there. When you arrive at Fort Riley we can request your records from your last duty station.

FEES

A patient is authorized one copy of their medical record at no cost. For more than one copy there is a \$12.00 administrative charge and \$.15 per page fee required.

HELPFUL REMINDERS

Plan early. If you are pregnant and need copies for travel, request those early to assure you will have them with you. If you have several records that you need copied, either request them well in advance or request we mail

them to your new address. Bring with you as much information about a requested facility as possible. Names, addresses, phone or fax numbers can speed the process.

CONTACT INFORMATION

You can contact the Correspondence section at IACH by calling:

Steve Thompson at 239-7731 or Katherine Rath at 239-7716

Operating hours are from 7 a.m. to 4 p.m. Monday through Friday (excluding holidays)



The newly renovated Pharmacy opened on November 29. The new design supports the “bank teller” patient flow system. The patient selects a number, saving their place in line and receives one-on-one service. Less waiting time and more efficient service are proven benefits of this new system.

The Secretary of the Army has determined that publication of this periodical is necessary in the transaction of the public business as required by law of the Department. Use of funds for printing this publication has been approved by the MEDDAC Commander. The views and opinions expressed in the periodical are not necessarily those of the Department of the Army or of the publishing agency or command.

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